

Infor OS Update

David Foster
Product Manager, System I, Infor

infor



Infor OS[■]

THE INFOR OPERATING SERVICE

Infor Operation Service

Infor OS (Xi)

- Infor Standards
- Products
 - Ming.Le
 - ION
 - ION Event Manager
 - ION Workflow
 - ION Business Vault



**Infor
Ming.le**



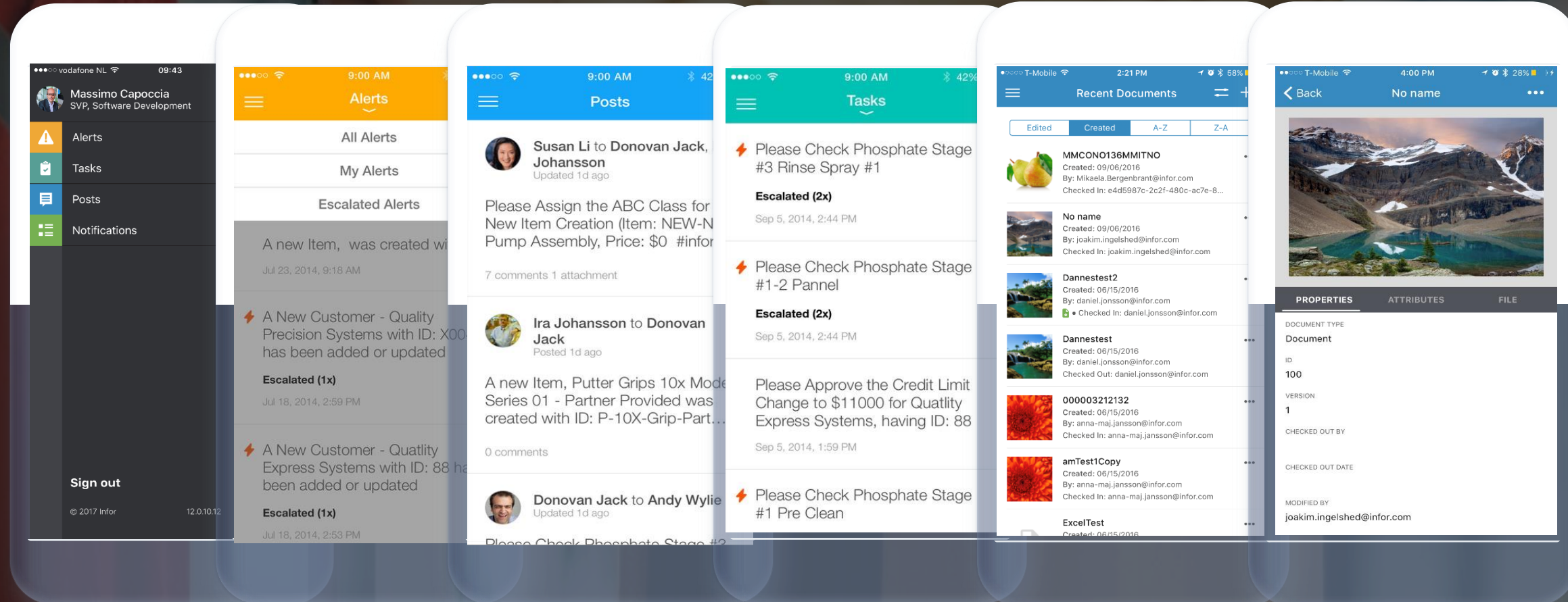
Documents



**ION
Alarms**

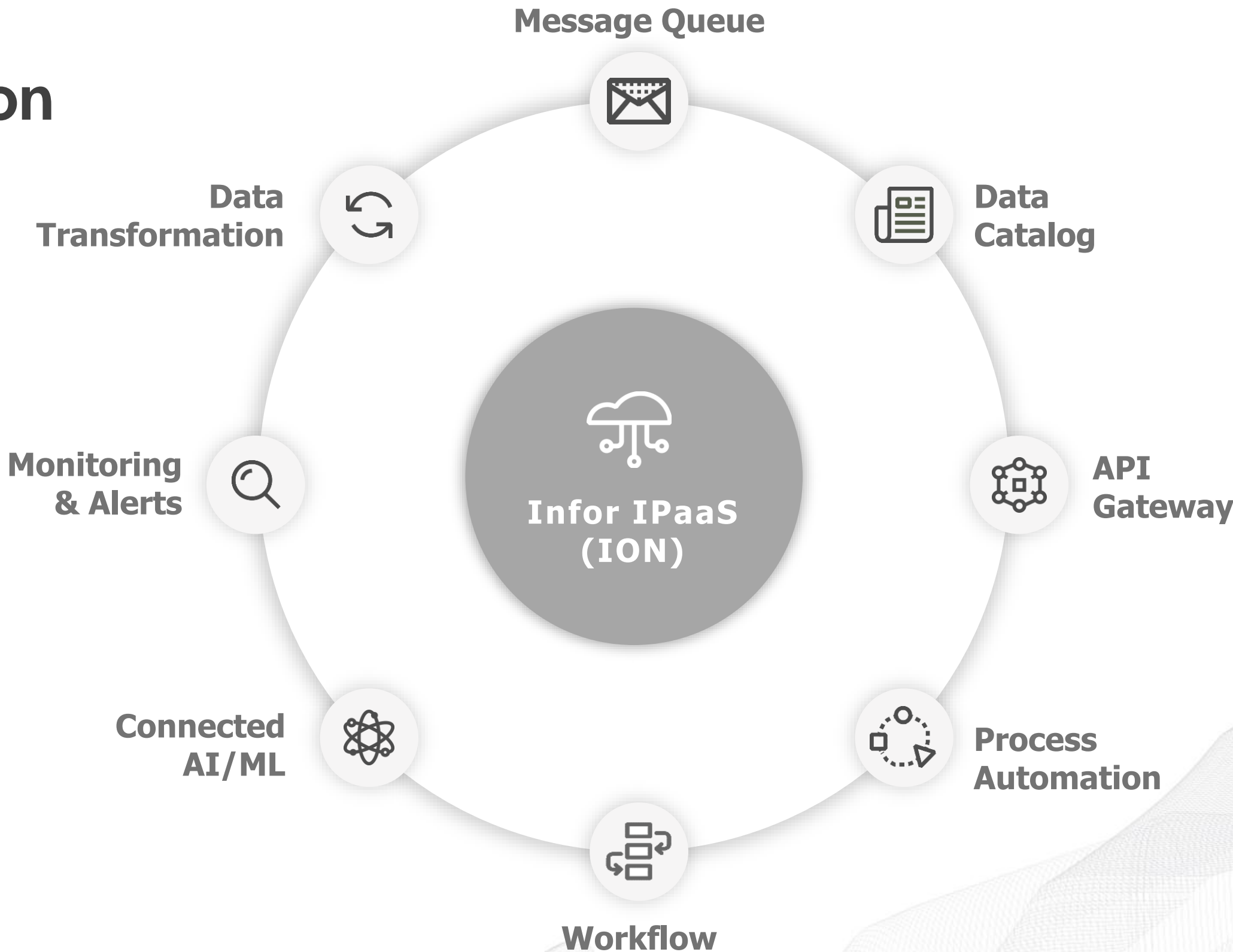


**ION
Workflow**



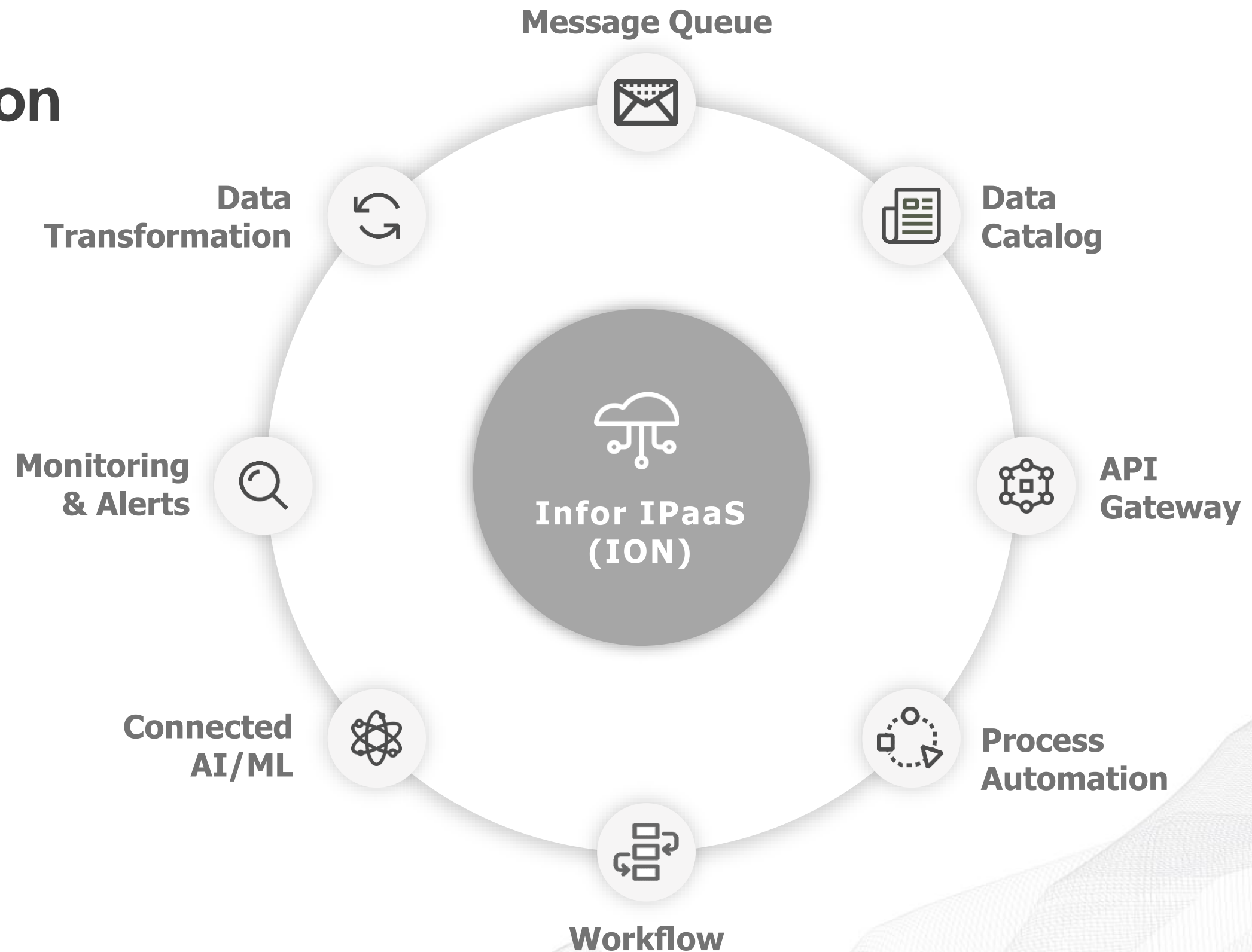
System Integration

A modern enterprise architecture demands an open standards base integration platform that can scale in a true multi-tenant cloud. The Infor OS intelligent open network (ION) provides this and much more to create the basis for future business expansion and connectivity.



System Integration

- Social Collaboration
- System Collaboration
- Connect Infor and non-Infor applications
- Workflow Control
- Business Vault Development
- Cloud interface
- Single sign-on for all functions
- Event Management & Notifications



ION Event Management

MONITOR

“events” that happens
within a system

“events” that happens
across a set of
systems

“events” that did not
happen *but* were
supposed to



EXAMPLES

Sales Order Cancellation
Opportunity Lost
Inventory Stockouts

Order from ERP & fulfillment
in WMS Inventory not
available

Order from ERP & shipment
confirmation never occurred
out of WMS

ION Workflow

WHAT

Authorizations

Work Distribution

Suite Workflow



EXAMPLES

Approve PO
Sign-Off new Item

Enter a new Item
Enter new Customer
Review Budget

Requisition approval for EAM
and if approved process in
ERP

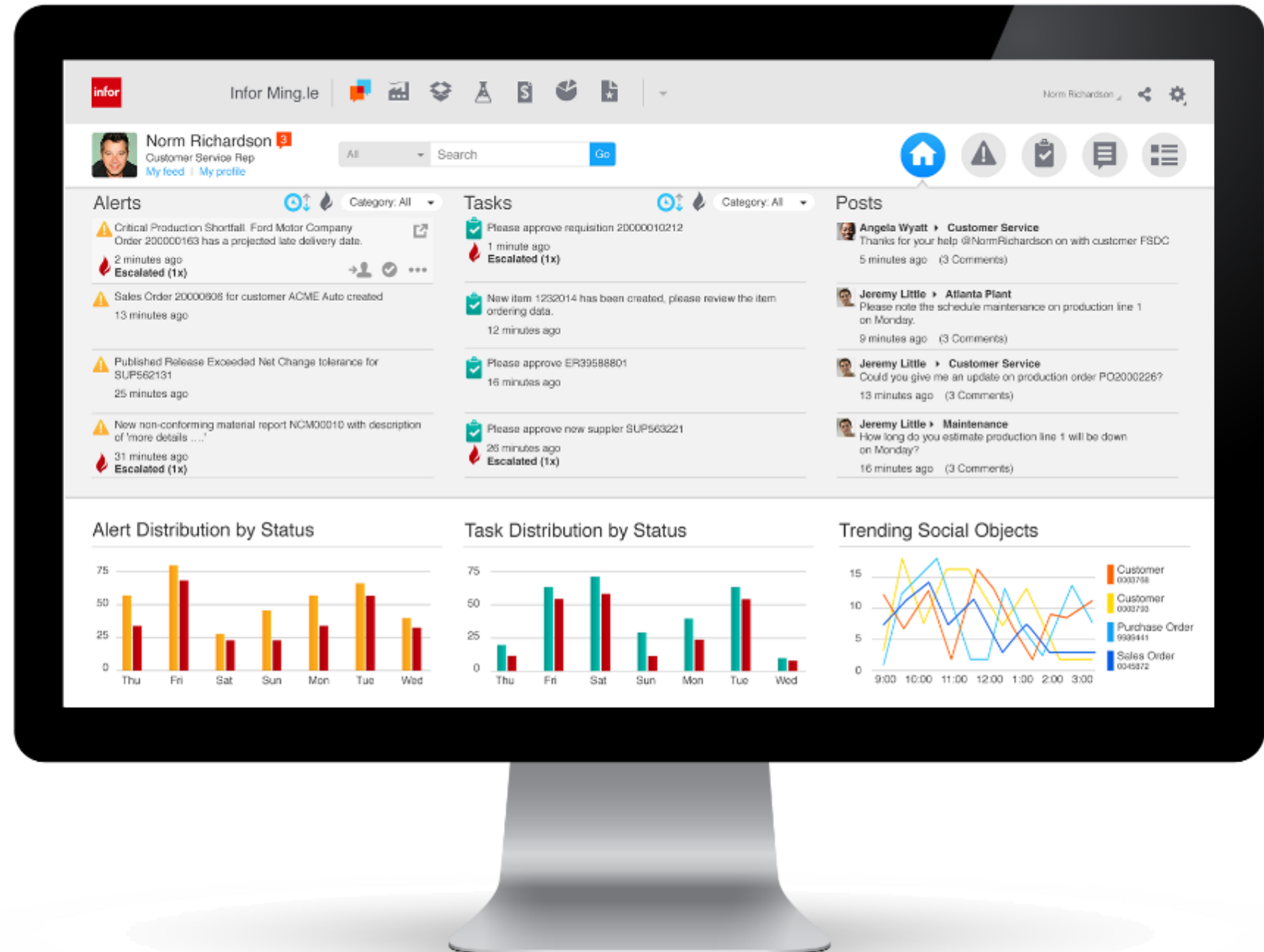


Infor Ming.le™

Social Business

Home Screen

See Alerts, Tasks,
and Posts

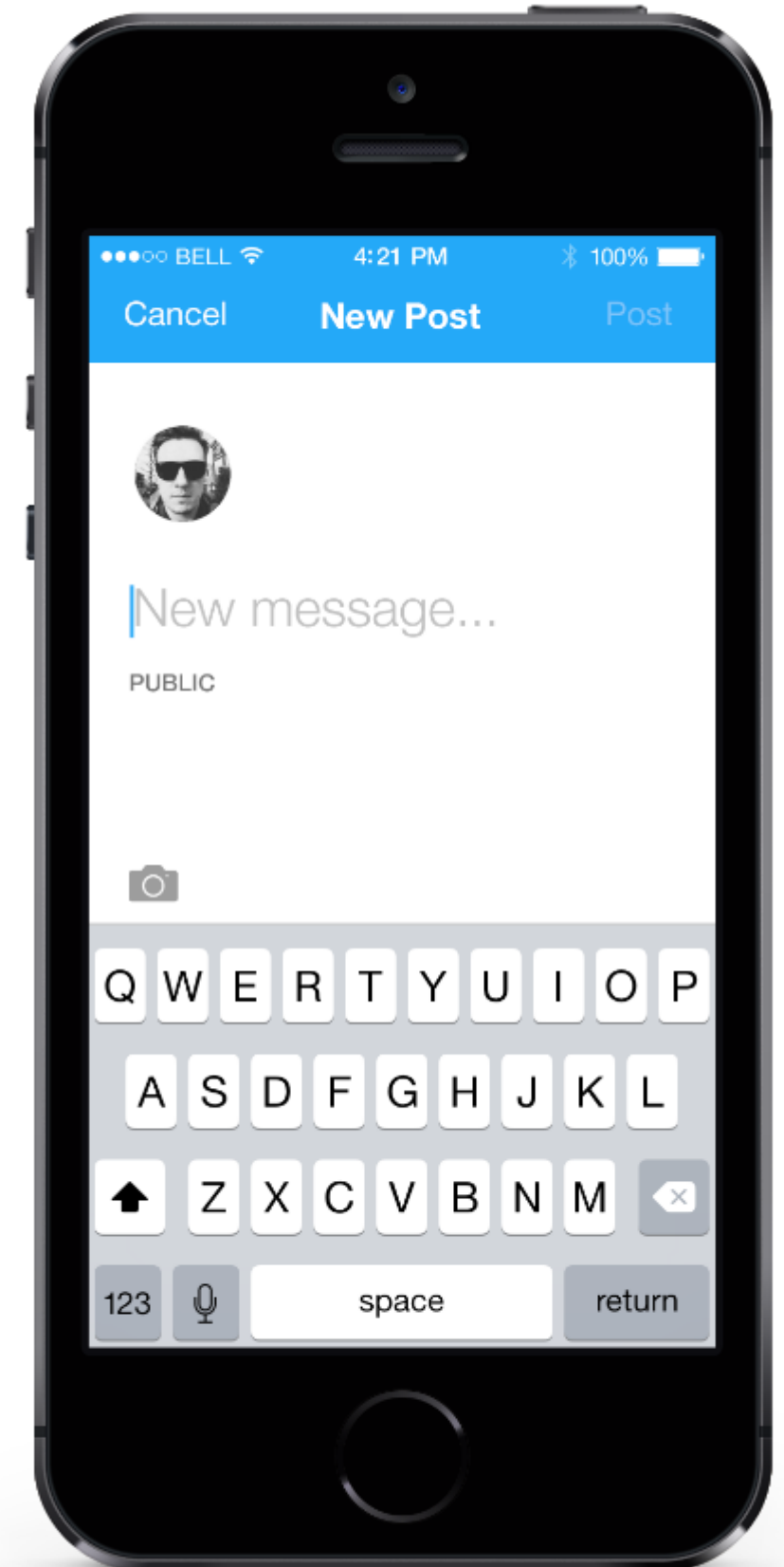
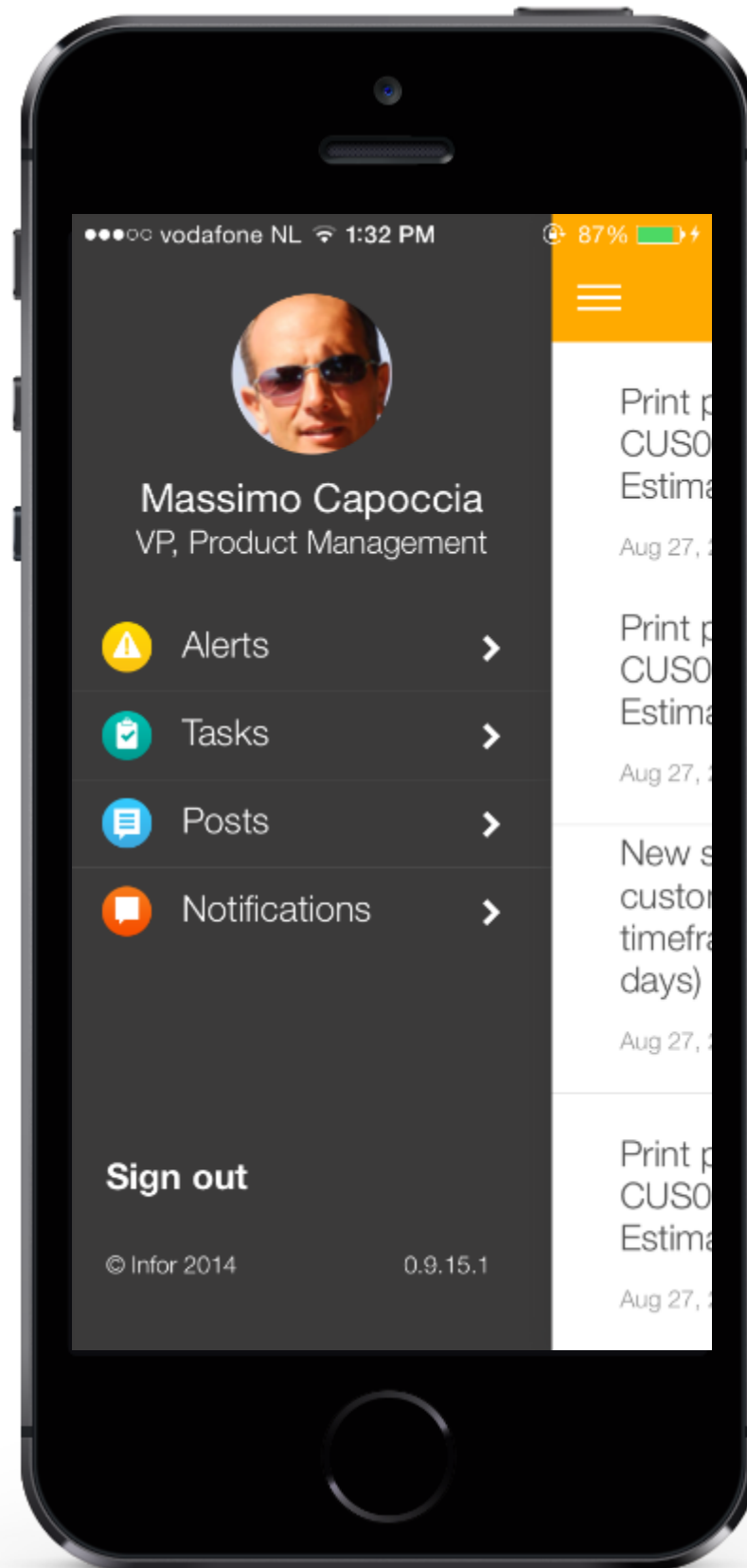


Mobile

Social & Business Process
Rest API

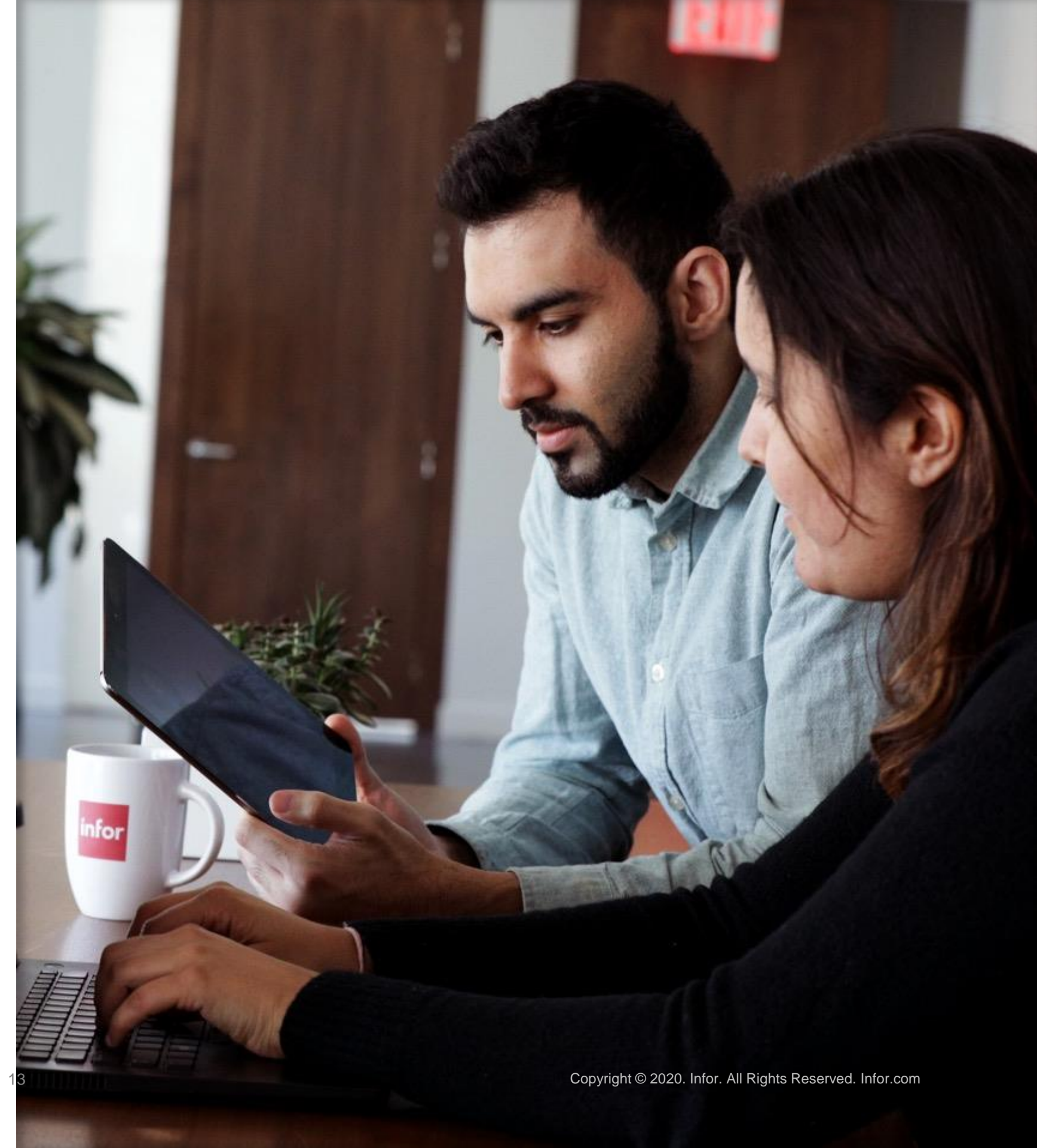
Native & Responsive

Single Sign-on



Example of Collaboration in Manufacturing

Example of Collaboration in Manufacturing





Norm Richardson 3
Customer Service Rep
[My feed](#) | [My profile](#)

All [Go](#)



Alerts

Category: All

- Critical Production Shortfall. Ford Motor Company Order 200000163 has a projected late delivery date.
2 minutes ago
Escalated (1x)
- Sales Order 20000606 for customer ACME Auto created
13 minutes ago
- Published Release Exceeded Net Change tolerance for SUP562131
25 minutes ago
- New non-conforming material report NCM00010 with description of 'more details'
31 minutes ago
Escalated (1x)

Tasks

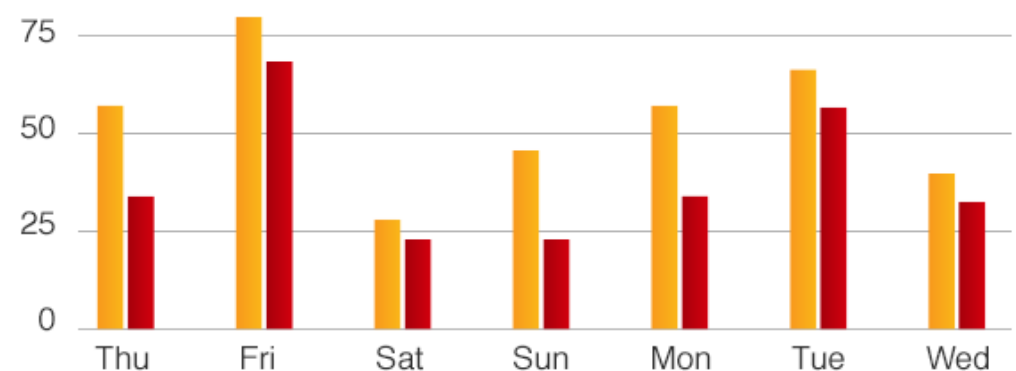
Category: All

- Please approve requisition 20000010212
1 minute ago
[Drill to Sales Order](#)
- New item 1232014 has been created, please review the item ordering data.
12 minutes ago
- Please approve ER39588801
16 minutes ago
- Please approve new supplier SUP563221
26 minutes ago
Escalated (1x)

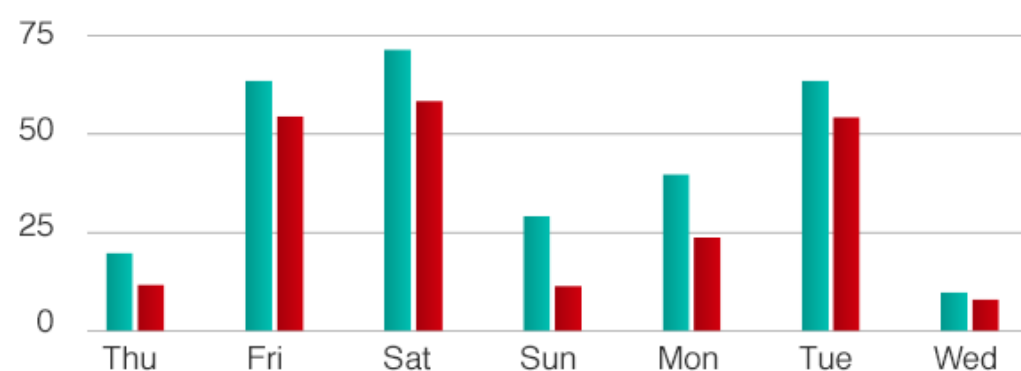
Posts

- Angela Wyatt** ▶ **Customer Service**
Thanks for your help @NormRichardson on with customer FSDC
5 minutes ago (3 Comments)
- Jeremy Little** ▶ **Atlanta Plant**
Please note the schedule maintenance on production line 1 on Monday.
9 minutes ago (3 Comments)
- Jeremy Little** ▶ **Customer Service**
Could you give me an update on production order PO2000226?
13 minutes ago (3 Comments)
- Jeremy Little** ▶ **Maintenance**
How long do you estimate production line 1 will be down on Monday?
16 minutes ago (3 Comments)

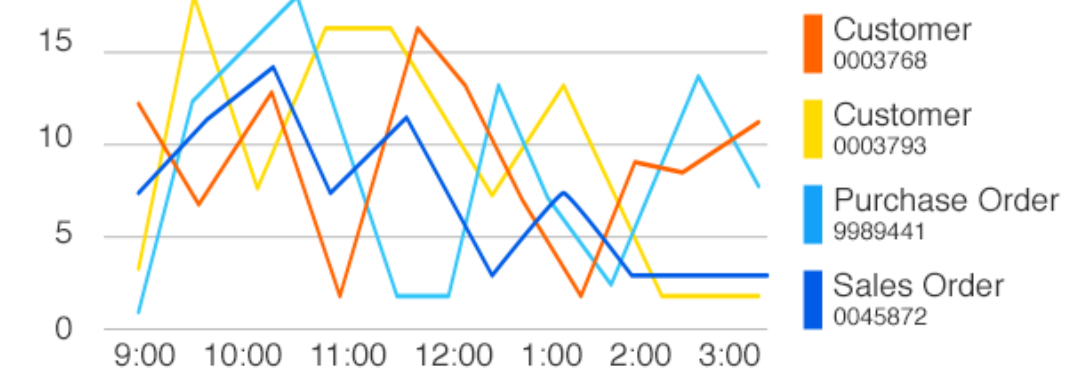
Alert Distribution by Status



Task Distribution by Status



Trending Social Objects



Sales Order – Lines



Sold-to BP

Business Partner Ford Motor Company
 Order Number
 ZIP Code/Postal Code 48205 DEARBORN
 Contact Jim Jones
 Phone 313-319-8001
 Customer Order SIMPLE FLOW

Sold-to BP

Business Partner Ford Motor Company
 Order Number
 ZIP Code/Postal Code 48205 DEARBORN
 Contact Jim Jones
 Phone 313-319-8001
 Customer Order STEERING ASSEMBLY

Control

Order Type Simple Sales Order
 Sales Office Sales Office North America
 Number Text Rush Order
 Requested Delivery Date 10:42 AM
 Projected Delivery Date 10:42 AM
 Status Modified
 Installments
 Sourcing Type
 Sourcing Location

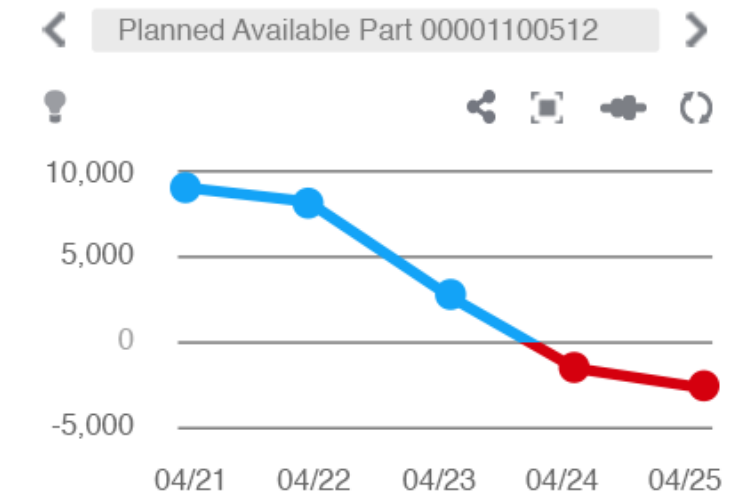
Financial

Currency
 Order Amount 761,500.00 USD
 Available Credit 2,873,576.15 USD

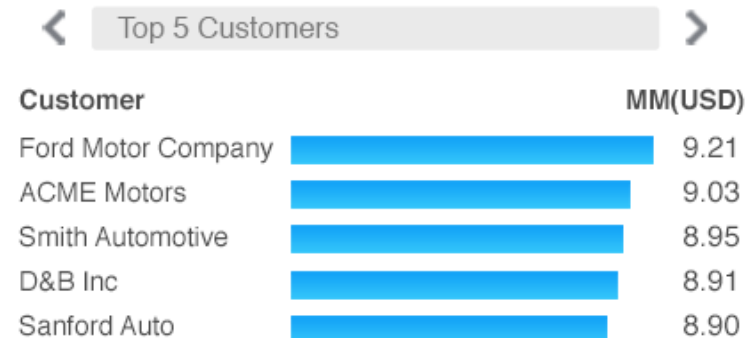


<input type="checkbox"/>	Pos	Seq	Part	Description	Ordered Quantity	Price	Discount
<input checked="" type="checkbox"/>	1	1	00001100512	Steering Assembly	3,000	\$63.45	0%
<input type="checkbox"/>	2	2	00001132452	Piston M42	48,000	\$12.00	0%

In-Context BI



In-Context BI



Content Assistant



Sales Order – Lines



Sold-to BP

Control

Business Partner: 000016
 Order Number: 200000163
 ZIP Code/Postal Code: 48205
 Contact: 000005
 Phone: 313-319-8001
 Customer Order: SIMPLE FLOW

Sold-to BP

Business Partner: 000016
 Order Number: 200000163
 ZIP Code/Postal Code: 48205 DEARBORN
 Contact: 000005 Jim Jones
 Phone: 313-319-8001
 Customer Order: STEERING ASSEMBLY

Available Credit 2,873,576.15 USD



Pos	Seq	Part	Description	Ordered Quantity	Price	Discount
1	1	00001100512	Steering Assembly	3,000	\$63.45	0%
2	2	00001132452	Piston M42	48,000	\$12.00	0%

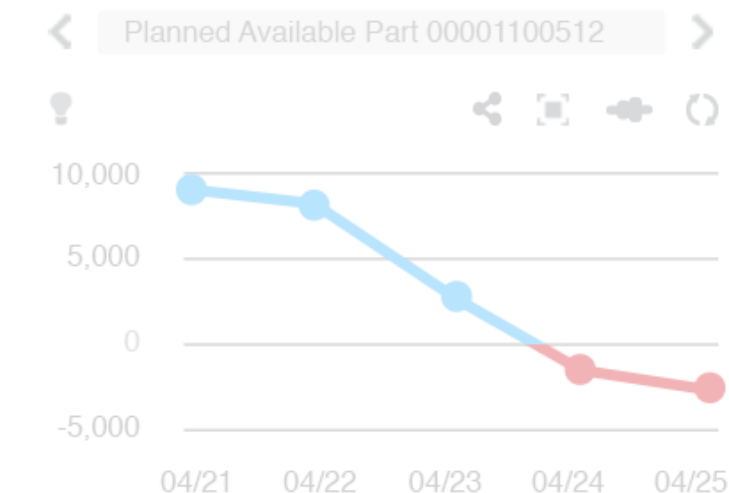
Share

@productionhelpdesk: Working on critical order for Ford -- just noticed this drop off in production. What can we do?

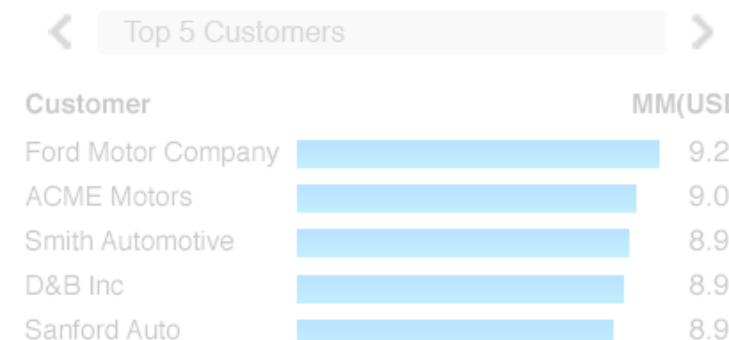
Drill to
 Customer:000016
 SalesOrder:200000163
 Part:00001100512
 Plant:P0023

Add Attachments Production Help Desk **Post**

In-Context BI



In-Context BI



Content Assistant



Raj Doddi 3
 Production Manager
[My feed](#) | [My profile](#)

All Go

Connections +

- Dale McConnel
Production Supervisor
- Jarrod Pough
Maintenance Technician
- Norm Richardson
Customer Service Rep
- Julie Ayers
Customer Service Rep
- Production Help Desk
- Maintenance Help Desk

Following +

- Michael Dunborough
CEO
- Shannon Murray
COO
- PL20001243
- PR20002310

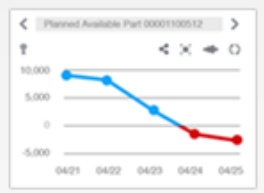
Add Attachments Colleagues ▼ Post

- Recommend Groups
- Recommend Colleagues
- New Users

My Feed

Show

Norm Richardson ▶ **Production Help Desk**
 Working on critical order for Ford -- just noticed this drop off in production. What can we do?



4 4 Like | Share | Today at 11:14am

Reply

Angie Mejia
 I'll look into the press maintenance for press 43

1 Like | Share | Today at 10:56am

Reply

Asset Exceeding Tolerance. Asset:SPU001243 has exceeded schedule for maintenance.

1 Like | Share | Today at 10:54am

Jarrod Pough ▶ **Production Help Desk**
 Crane 4 is back online. Thanks!

1 Like | Share | Today at 10:48am

Raj Doddi 3
 Production Manager
[My feed](#) | [My profile](#)

All

Connections

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Production Supervisor
- Jarrod Pough
Maintenance Technician
- Norm Richardson
Customer Service Rep
- Julie Ayers
Customer Service Rep
- Production Help Desk
- Maintenance Help Desk


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- New Users

Share

@maintenancehelpdesk: Maintenance team, I am guessing we must have some maintenance planned at this plant and that is why production drops off. Any ideas?



Norm Richardson ▶ **Production Help Desk**

Working on critical order for Ford -- just noticed this drop off in production. What can we do?

4
 4
 Add Screenshot
 Add Attachments
 Maintenance Help Desk ▾
Post

Angie Mejia
 I'll look into the press maintenance for press 43
 1 Like | Share | Today at 10:56am

Reply

Asset Exceeding Tolerance. Asset:SPU001243 has exceeded schedule for maintenance.
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Jarrod Pough ▶ **Production Help Desk**
 Crane 4 is back online. Thanks!
 1 Like | Share | Today at 10:48am

Jeremy Little 1
 Maintenance Manager
[My feed](#) | [My profile](#)

All Go

Connections +

- Jarrod Pough
Maintenance Technician
- Raj Doddi
Production Manager
- Dale McConnel
Production Supervisor
- Julie Ayers
Customer Service Rep
- Production Help Desk
- Maintenance Help Desk

Following +

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COO
- PL20001243
- PR20002310

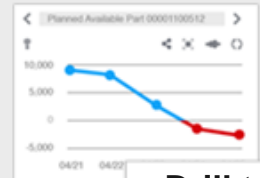
Add Attachments Colleagues Post

My Feed

Show

Raj Doddi ► **Maintenance Help Desk**
 Maintenance team, I am guessing we must have some maintenance planned at this plant and that is why production drops off. Any ideas?

Norm Richardson ► **Production Help Desk**
 Working on critical order for Ford -- just noticed this drop off in production. What can we do?



Drill to
 Part:00001100512
[PlanningBoard:0023](#)

Like | Share | Today at 11:14am

✕ Reply

You are now following Asset:SPU06125
 1 Today at 11:14am

Dale McConnel ► **Maintenance Help Desk**
 Please Schedule a refit for press 4. We're seeing some warnings come up.
 1 Like | Share | Today at 10:54am

✕ Comment

- Recommend Groups
- Recommend Colleagues
- New Users

Work ▾ Materials ▾ Equipment ▾ Purchasing ▾ Operations ▾ Administration ▾

Maintenance Planning Board



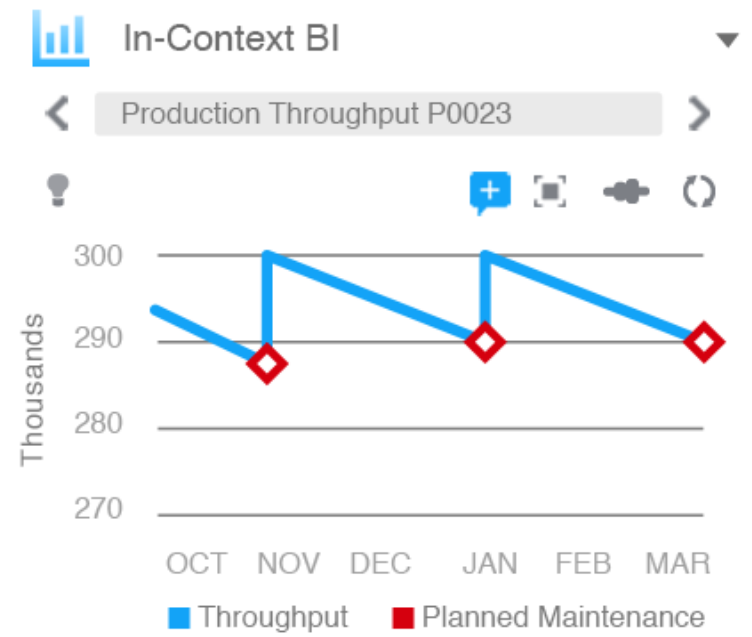
Plant:

Parameters Preview **Balance Load**

Work Order	Description		04/20/13							04/27/13							05/04/13						
10027	Production line maintenance		S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
10028	Assembly unit cleaning		S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
10029	Die unit alignment		S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
10030	Assembly unit lubrication		S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Update Activity | Save Session | Close Session and Update Work Orders | Cancel Session | View Work Order Details

Department	Trade		04/20/13							04/27/13							05/04/13						
Maintenance	Electrical		S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
Maintenance	Mechanical		S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
Maintenance	Cleaning		S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S



- Chat
- Alerts
- Skype
- Analytics
- Maps & Directions



Norm Richardson 3
Customer Service Rep
[My feed](#) | [My profile](#)

All [Go](#)



Connections

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Maintenance Technician
- Raj Doddi
Production Manager
- Dale McConnel
Production Supervisor
- Julie Ayers
Customer Service Rep
- Production Help Desk
- Maintenance Help Desk

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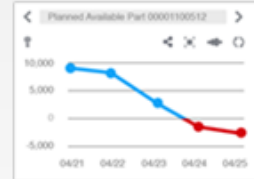
Add Attachments Colleagues [Post](#)

My Feed

Show



Norm Richardson **Production Help Desk**
Working on critical order for Ford -- just noticed this drop off in production. What can we do?



4 4 Like | Share | Today at 11:14am

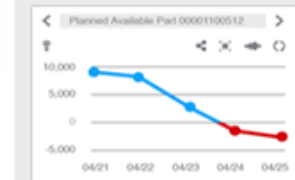
Raj Doddi Maintenance has been moved back to allow for production. I will create a production order for the part Ford needs.
Today at 11:22am

Fantastic – I will let the customer know! Thanks for the incredibly fast response. [Reply](#)



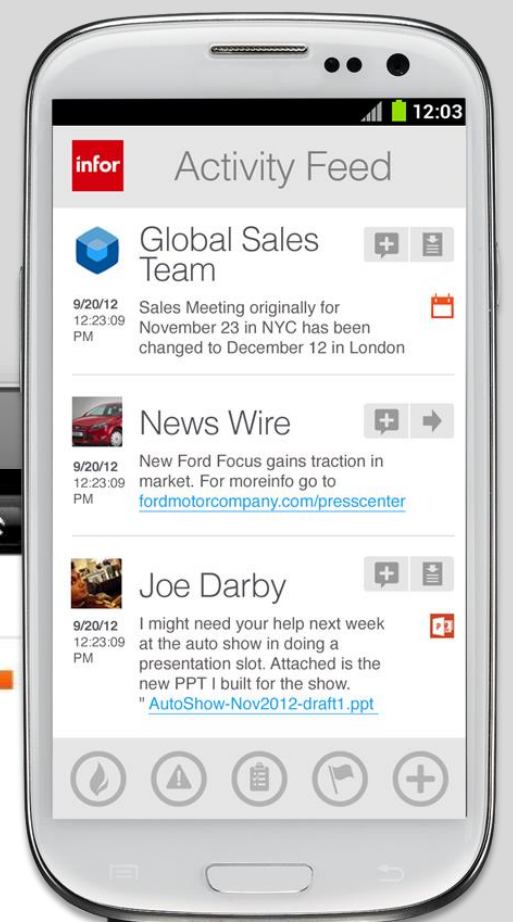
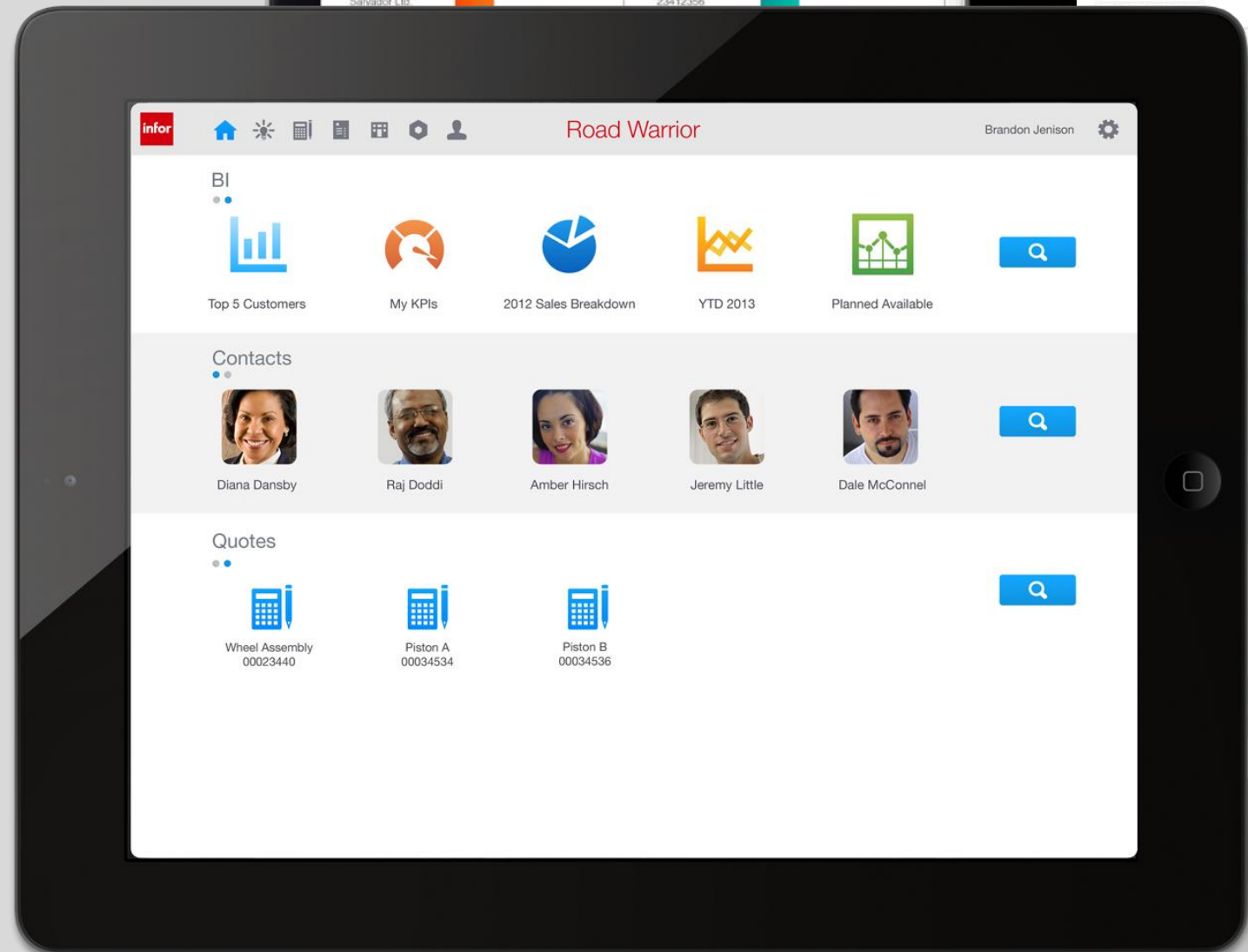
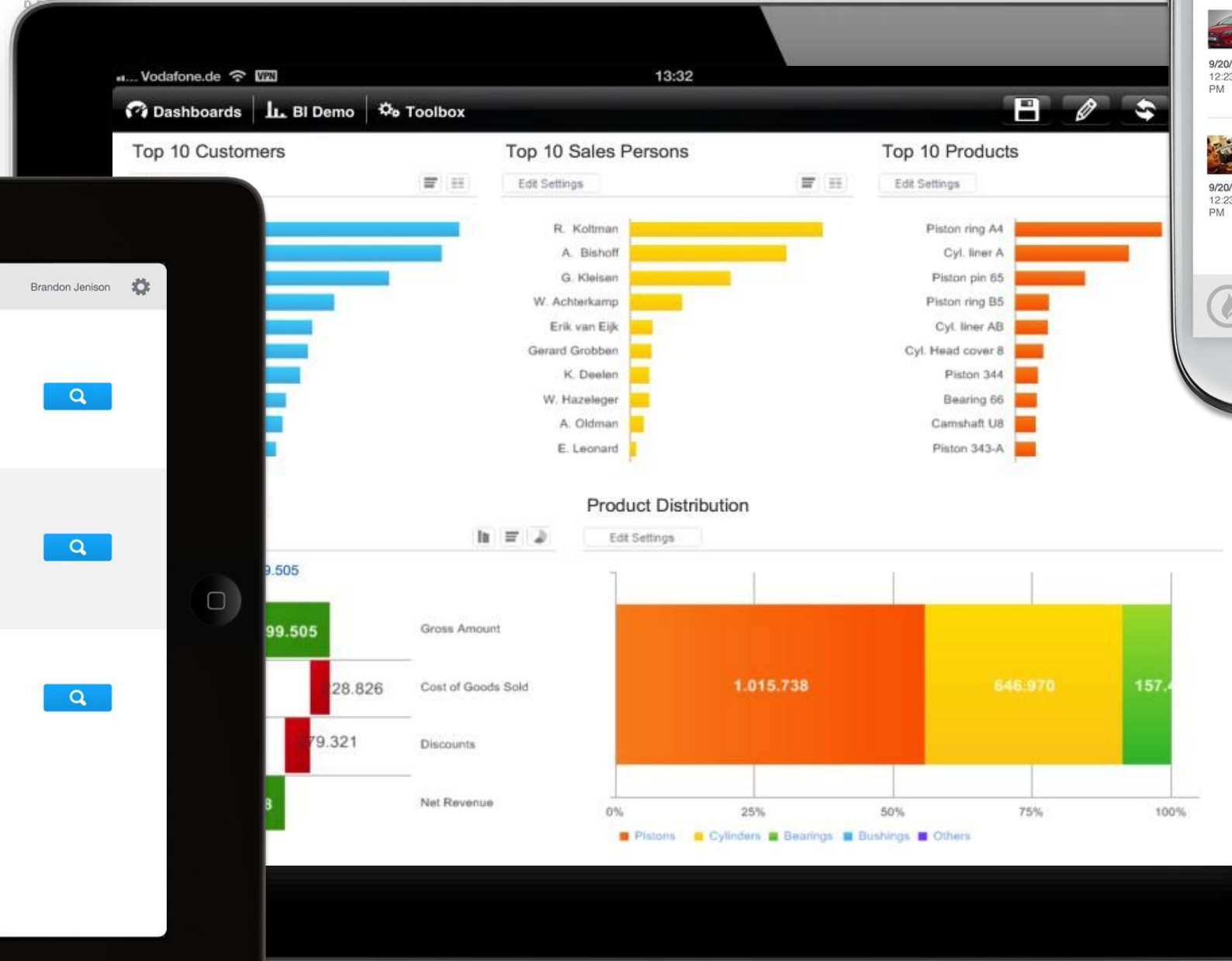
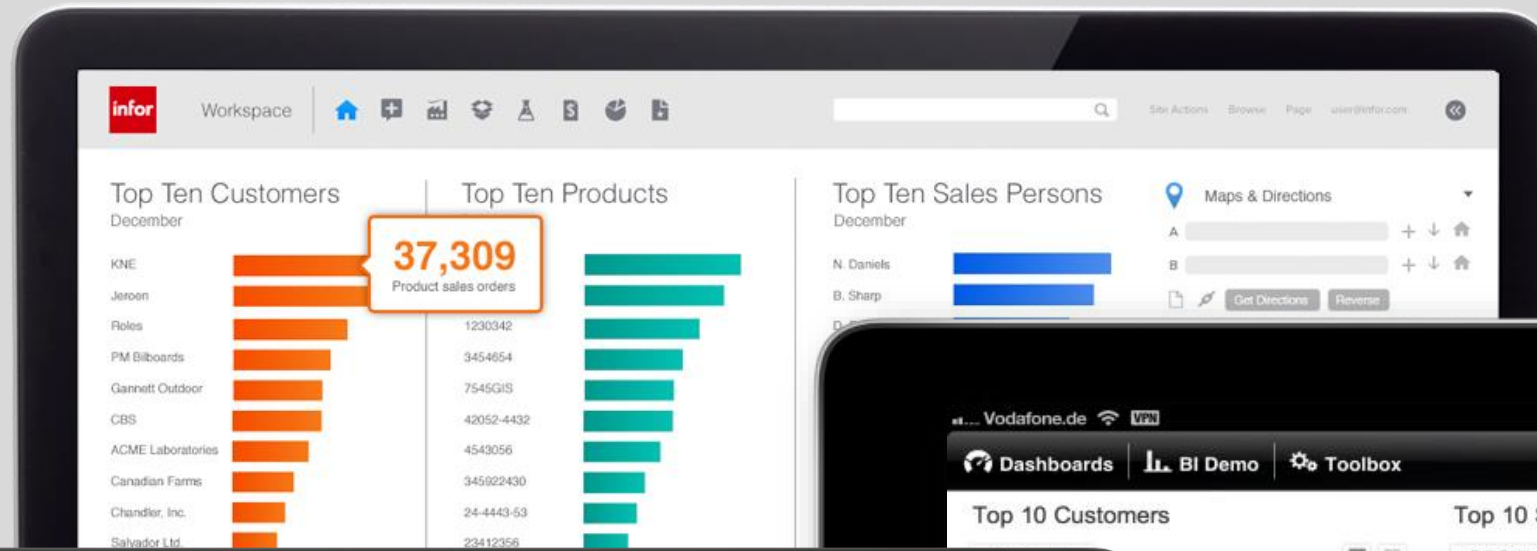
Raj Doddi **Maintenance Help Desk**
Maintenance team, I am guessing we must have some maintenance planned at this plant and that is why production drops off. Any ideas?

Norm Richardson **Production Help Desk**
Working on critical order for Ford -- just noticed this drop off in production. What can we do?



4 4 Today at 11:14am

- Recommend Groups
- Recommend Colleagues
- New Users





Demonstration



Thank you

Infor is a global leader in business cloud software specialized by industry.

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[Infor.com/products/infor-os](https://infor.com/products/infor-os)